PROFILE

Proven Help Desk specialist of 3+ years of experience, at resolving Tier 1and Tier 2 network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Proficient troubleshooter, experience with diverse PC knowledge, LAN expertise, and with ability to work under pressure and deliver effectively in a fast-paced environment.

CONTACT

PHONE:
(267)-566-0685

EMAIL:

Hajabarry123@gmail.com

Address:

Beaver knoll Dr, Upper Marlboro MD, 20772

MARIAMA BARRY

Help Desk Specialist

EDUCATION

Gaithersburg High School, 101 Education Blvd, Gaithersburg, MD
August 2015 – March 2019

Montgomery College, 7600 Takoma ave, Takoma Park MD 20912
August 2019 – Present

Metropol TEC consulting Inc., 14900 Sweitzer Ln, suite 102 Laurel MD 20707
 August 2020- November 2022

WORK EXPERIENCE

InterSolutions Help Desk Specialist Washington D.C.

May 2021- Present

- Provided Tier 1 and 2 technical support through analysis and problem resolving for a variety of software and hardware technologies.
- Assist staff with issues related to logging into accounts that is locked due to forgetting username or password (account management).
- Provided technical services in a consistent, professional manner via phone, email, chat, and face-to-face contact. Provided network services (VPN, Active Directory-Users/Group, LDAP) administration and password management.
- Provided support for various Learning Management Systems: D2L, PeopleSoft ERP, Workday. Supported Windows and MacOS (hardware/ software).
- Assist staff with starting an application and installing or upgrading software.
- Assist staff with configuring or troubleshooting hardware if system needs installing or upgrading operating systems.
- Assist staff with accessing network resource such as Internet, email or any type of server.
- Assistance with removing viruses or malware that cause system slowdowns, random reboots, lost files, errors and more.
- Process approximately 30 to 50 Help desk Requests Tickets daily with ability to work under pressure and deliver effectively in a fast-paced environment.
- Setup and configure laptops/PCs, Windows Drive Mappings, Browsers etc.

- **BGC multifamily Help Desk Specialist Washington D.C.**

  April 2020-April 2021

- Serve as first point of contact for all IT issues providing efficient, courteous, customer service and computer and software support to end-users.
- Provided Tier 1 and 2 technical supports through analysis and problem resolving for a variety of software and hardware technologies.
- Phone, email, walk-up, and inbound ticket queue support for incoming employee IT service requests.
- Monitor internal system notifications for proactive response, and communication of any outages or system down time.
- Resolve technical issues with Outlook, Mail, Distribution groups.
- Active Directory user administration, password resets and unlocks.
- Assist to maintain IT asset Inventory and Software Inventory.
- Resolution of first level IT service requests over phone, email, screen sharing and through trouble tickets.
- Process approximately 30 to 50 Help desk Requests Tickets daily with ability to work under pressure and deliver effectively in a fast-paced environment.

- Basic Network fundamentals such as remote access VPN and knowledge of TCP/IP and built in utilities.

- **Tommy Hilfiger Help Desk Support (Remote) Clarksburg, MD**

  August 2019-March 2020

- Serve as first point of contact for all IT issues providing efficient, courteous, customer service and computer and software support to end-users.
- Utilize troubleshooting techniques in support Work Stations, Networked Printers, Network hub/switches, routers and circuits.
- 5) Utilize troubleshooting techniques in support Work Stations.
- Networked Printers, Network hub/switches, routers and circuits.
- Provide remote support to all our Internal Employees (remote).
- Procure/Configure and install PCs, network printing devices, peripherals and software, including physical attachment of equipment to network.
- Assist and troubleshoot mobile device management.
- Work as a team with Helpdesk, Operations and Network Administrators.
- Process approximately 30 to 50 Help desk Requests Tickets daily with ability to work under pressure and deliver effectively in a fast-paced environment.

SKILLS

- General network troubleshooting
- Strong Network & PC/Mac knowledge
- Network printer installation
- Software troubleshooting and configuration
- Fielding/Closing internal IT Help Desk tickets
- Windows and Mac server environment troubleshooting
- Processes approximately 30 to 50 tickets daily
- Salesforce
- Cisco switches & routers
- Windows 10 and 11
- Office 365
- Phone System support
- desktop and laptop support
- Troubleshooting
- DHCP/ DNS Ethernet and Firewall
- LAN
- VPN
- Active-Directory
- Jira
- Solarwinds
- Smartsheet

CERTIFICATIONS

- Professional Scrum Master (PSM1)
- Professional Scrum Master (PSM2)

- Computing Technology Industry Association (COMPTIA Security +)
- High School Diploma
- Behavioral Principles and Strategies Mandt Training
- First Aid/CPR